

## December 08, 2011 - ETB0011 Question and Answers Set 1

Q1. As a prospective bidder, we must disclose that our company provides HEDIS audits to several of the health plans that are included in the state-wide reports. Assuming we met the vendor qualifications as listed in the RFB, would this audit relationship with the plans in Wisconsin disqualify us from bidding this RFB?

**A1. No.**

Q2. Page 12 of the RFB, Section B, could you please confirm there is a 5-page limit to respond to **BOTH** Part 1.0 and Part 2.0 of Section B?

**A2. The five-page limit is an error, please disregard. Please follow the instructions in Section A, Part 2.4 d. for responding to Section B requirements.**

Q3. Page 12 of the RFB, Section B, Part 1.0, provision c, could you confirm the resumes are part of the 5 page limit? If yes, will shortened bios suffice, or are full resumes needed?

**A3. Per the response to question #2 above, please disregard the five-page limit. Resumes should be placed in tab 3 per the instructions provided in Section A, Part 2.4 d.**

Q4. Page 18 of the RFB, Section C, Part 1.1, item n – it states the vendor will “produce all sections of the report card and will assist in updating and editing the CAHPS text used in the final Health Plan Report Card and Supplemental Report Card.” Will the previous report card shells (electronic files) be available to the new vendor, or will the new vendor need to develop the report cards from scratch?

**A4. Electronic files of the previous report card will be made available to the vendor. In addition, the Department may at its option ask for the appropriate data to populate the “report card shells” directly.**

Q5. Page 20 of the RFB, Section C, Part 1.2, item f – Will the vendor be responsible for obtaining permission from NCQA for ETF’s use of the Quality Compass data? If so, has this been done in the past? Can you confirm that “the cost for any payment to NCQA will be a pass through under this contract, and billed separately to the Department”?

**A5. The Department has used information from the Quality Compass in the past, and confirms the mutually agreed upon fee (if any) for the payment to NCQA will be a pass through under this contract, and billed separately to the Department.**

Q6. Page 21 of the RFB, Section C, Part 2.0, item c - Is the date of the Draft survey invitation letters correct? (RFB states no later than 1/2/2012, which is before the contract start date of 1/24/12.)

**A6. The date should be no later than 02/02/12.**

Q7. Page 26 of the RFB, Section D, Part 1.0 states the cost proposal will be broken down to reflect the three requirements of this bid: The CAHPS based survey, the HEDIS based survey, and the Health Insurance Plan Rankings Reports. However, the Cost Proposal Worksheet presented in Attachment 1 does not reflect this. Should bidders be providing more detail than what is currently stated in Attachment 1?

**A7. The Cost Proposal Worksheet should be completed as presented in Attachment 1.**

Q8. Page 42, Attachment 1, could you please confirm the "Ad Hoc Services" request is only the cost of adding additional open-ended questions and the cost of coding these questions, as stated on Page 17 in Section C Part 1.1 f?

**A8. The Ad Hoc Services stated in Section C. Part 1.1. f. are the only services anticipated at this time. However, if the Department requests additional services the fee will be mutually agreed upon.**